of the interactions at the central location and provides access to the collection of results to a third party.

61. The system of claim **60** in which the results of the interactions are forwarded from the central location to the third party.

62. The system of claim **60** in which the results of the interactions are forwarded from the central location to a remote server for analysis.

63. The system of claim **60** in which the third party is a vendor of the commodity.

64. The system of claim **60** in which the third party is a designer of the commodity.

65. The system of claim **60** wherein the user interface presents user information in a style that comprises hypertext.

66. The system of claim **60** in which the user interface can be electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

67. The system of claim **60** in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

68. The system of claim **60** in which the component is further configured to provide access to the collection of results to the users of the commodity.

69. A method for gathering information from units of a commodity in different locations, each unit of the commodity being coupled to a remote database on a network, the method comprising:

eliciting user perceptions of respective units of the commodity through interactions at a user-interface of the respective unit;

generating perception information based on inputs of the users at the respective user-interfaces;

transmitting the perception information to the remote database;

receiving the transmitted perception information from different units of the commodity; and

collecting and storing the received information at the remote database.

70. The method of claim **69** further comprising enabling users of the commodities to access the received information.

71. The method of claim **69** further comprising enabling third parties to access the received information.

72. The method of claim **71** in which the third parties include vendors or designers of the commodities.

73. The method of claim **69** further comprising making a design change using the received information, or marketing the commodity using the received information.

74. The method of claim **69** wherein said eliciting step includes interacting with the users through the respective user-interfaces of units of commodity to elicit perception information about (i) steps that a vendor of the commodity could take to improve user satisfaction or (ii) training or support provided for users of the commodity.

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